

# GRANITE STATE CRITICAL INCIDENT STRESS MANAGEMENT TEAM



Granite State Critical Incident

Stress Management Team

76 Janet Court

Manchester, New Hampshire 03103

## To obtain more information:

complete this form and

**Mail to** Granite State Critical Incident

Stress Management Team

76 Janet Court

Manchester, New Hampshire 03103

**Or Email to** NH CISD@aol.com

Questions (603) 881-9611

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_ I am interested in becoming a GS CISM  
Team member.

\_\_\_ I would like someone to call me.

\_\_\_ I would like information on training.

\_\_\_ I would like to schedule an intervention.

Occupation/License \_\_\_\_\_

Email Address \_\_\_\_\_

Preferred method of communication

\_\_\_ Phone \_\_\_\_\_

\_\_\_ Email \_\_\_\_\_

\_\_\_ Fax Number \_\_\_\_\_

## GRANITE STATE CISM TEAM

The Granite State Team was formed in 1992 to meet the needs of first responders state wide in the event of a critical incident. Members include first responders and mental health professionals. The team is affiliated with the International Critical Incident Stress Foundation (ICISF).

### CRITICAL INCIDENT

"A critical incident is any situation faced by emergency service personnel that causes them to experience unusually strong emotional reactions which have the potential to interfere with their ability to function either at the scene or later." Jeffery Mitchell, Ph.D.

#### EXAMPLES OF CRITICAL INCIDENTS

Line of duty death of a co-worker  
Serious injury of a co-worker on the job  
Prolonged rescue or recovery operations  
Death of a child  
Mass casualty incidents  
Operations with intense media coverage  
Terrorist actions  
ANY incident with high emotional impact on responders

### WHO WE SERVE

- Firefighters
- Emergency medical/ rescue
- Police
- Military
- Emergency room personnel



### OUR SERVICES

Critical Incident Stress Management is a Comprehensive, Integrated, Systematic, and Multi – component approach to crisis or disaster intervention. It is a strategic intervention system which possesses numerous tactical interventions including:

Pre - incident education	Assessment
Preparation	Defusing
Demobilizations	Debriefing (CISD)
Crisis Management Briefing	Family CISM
One on one intervention	Consultation
Psychological first aid (PFA)	Follow-up
Community intervention	Referral

### THE NEED

- About 50 % of disaster workers are likely to develop significant distress (Myers & Wee, 2005, Dis. Men. Health)
- PTSD is found in 10 - 15% of law enforcement personnel (see Everly & Mitchell, 1999)
- PTSD is found in 10 - 30% of those in fire suppression (see Everly & Mitchell, 1999)
- PTSD is found in 16% of Vietnam Veterans (Nat PTSD Study)
- PTSD is found in ~ 12% of Iraq war veterans (Hoge, et al., 2004, NEJM)
- As many as 45% of those directly exposed to mass disasters may develop PTSD or depression (North, et al., 1999, JAMA)

## SOME SIGNS THAT INDICATE NEED FOR OUR SERVICES

#### COGNITIVE

Poor concentration	Difficulties with calculations
Poor attention span	Difficulty making decisions
Memory problems	Slowed problem solving

#### EMOTIONAL

Guilt	Feeling lost or overwhelmed
Depression	Anxiety/Fear
Grief	Loss of emotional control
Anger	

#### PHYSICAL

Muscle tremors	Chest pains
Gastrointestinal distress	Difficulty breathing
Headaches	Elevated blood pressure

#### BEHAVIORAL

Excessive silence	Sleep disturbances
Behavioral changes	Changes in eating habits
Change in work habits	Withdrawal from contact

#### SPIRITUAL

Uncharacteristic religious involvement	Anger at God
Withdrawal from place of worship	Anger at clergy
Sense of isolation from God	Questioning beliefs
Loss of meaning/purpose	Faith practices empty



## HOW TO CONTACT US

**For assistance during or following a critical incident.**

**(603) 595-3792**

We are available 24 hours a day, 365 days a year and may be contacted by calling our Answering Service, provided through St. Joseph Hospital and asking for the CISM person on call. We will do our best to answer your call within thirty minutes.

**To schedule an information or educational session**

**(603) 881-9611**

GRANITE STATE C.I.S.D. TEAM  
76 Janet Court Manchester, NH 03103  
603-881-9611 Non emergency info.  
603-595-3792 Answering Service

### **Critical Incident Stress Debriefing**

Providing service to:

- Emergency Medical Services
- Fire Departments
- Police Departments
- Hospital Emergency Department Personnel
- Rescue Agencies

"A critical incident is any situation faced by emergency service personnel that causes them to experience unusually strong emotional reactions which have the potential to interfere with their ability to function either at the scene or later." DR. JEFFREY MITCHELL PH.D.

#### **WHO IS THE GRANITE STATE C.I.S.D. NETWORK?**

We are an organization made up of specially trained people who work in E.M.S., Police, Fire, Rescue and Hospitals. Every member of the C.I.S.D. Network volunteers his or her time. We are dedicated to supporting our colleagues before, during and most of all after a critical incident.

#### **WHAT DO WE DO?**

We provide you and your organization with information about Critical Incident Stress, its effects and potential impact on your life and job performance. These sessions are most effective if they are conducted before an incident happens.

#### **WHERE DO WE GO?**

Our organization is made of more than 40 people around the state, many whom you probably know. This wide spread membership allows us to come to you, at your facility, when you need us.

#### **WHEN SHOULD YOU CALL US?**

You should set up an educational session during your regular training schedule. Our presentation will normally last about an hour to an hour and a half. We also provided three other support services:

1. *On or Near Scene Support:* If requested, team members can arrive at the scene to watch for signs of acute stress in responders and work with Incident Commanders to support these personnel as necessary.
2. *Informal Defusing:* This usually takes place within a few hours of the incident and is an informational session for those directly involved in the incident.
3. *Debriefing:* This is conducted within 24 - 72 hours after the incident. A debriefing is a confidential session which does not critique the incident nor evaluate the responders. The primary focus of a debriefing is to allow those involved to talk about their thoughts and reactions to a stressful incident. Examples of critical incident would include:
  - death of a co-worker in the line of duty
  - serious injury of a co-worker in the line of duty
  - prolonged rescue or recovery operations
  - death of a child
  - mass casualty incidents
  - operations with intense media coverage
  - ANY incident with high emotional impact on responders

#### **WHY SHOULD YOU CALL US?**

We are here to help you deal with the extraordinary event(s) that will happen to all of us at some time in our careers. The goal of our organization is to try and prevent members of our profession(s) from dropping out because of an overload of one time stress or the build up of a number of stressful events.

Remember that what may be stressful for one person, may be very stressful for another.

When the Team Leader calls you back, these are things you will be asked when you call for team response:

- Your name and telephone number.
- Your agency name and address and telephone number.

- *The perceived urgency of the situation from immediate intervention or a formal debriefing.*

***HOW SHOULD YOU CONTACT US?***

*We are available 24 hours a day, 365 days a year by contacting St. Joseph Hospital Answering Service and asking for the C.I.S.D. person on call to be paged. We will do our best to answer your call within 30 minutes. The number to call for assistance during or after an event (24 hours) or to schedule an educational session is: (603) 595-3792 During or after an event please call 24 hours a day.*

*To schedule an educational session call 881-9611*